



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending June 30, 2010

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.70	2.50	3.70	2.97
B. Operator Answer Time - Information [730.510(a)(1)]	3.60	4.60	6.00	4.73
C. Repair Office Answer Time [730.510(b)(1)]	29.00	51.00	108.00 *	62.67 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	17.00	57.00	137.00 *	70.33 *
E. Percent of Service Installations [730.540(a)]	98.00%	98.00%	94.00%	97.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.00%	97.00%	97.00%	98.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.70	2.20	2.60	2.17
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	5.00%	10.00%	8.00%
I. Percent of Installation Trouble Reports [730.545(f)]	4.00%	7.00%	8.00%	6.00%
J. Missed Repair Appointments [730.545(h)]	55	79	289	141
K. Missed Installation Appointments [730.540(d)]	36	20	59	38

Comments



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Citizens Telecommunications Company of Illinois
d/b/a Frontier Citizens Communications of Illinois
for quarter ending June 30, 2010**